

# **The Digital Divide**

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# The Digital Divide

## Those who

- Have v Have Not
- Can v Can Not
- Will v Will Not
- Do v Don't

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## Barriers (1)

- Infrastructure
- Cost
- Complexity
- Security
- Maintenance
- Education

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## **Barriers (2)**

- Isolation
- Quality of Service
- Usability
- Cultural
- Language
- Age

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## **Eliminators (1)**

- Reduce Cost
- Provide Intermediaries
- Improved Education & Training
- Attractive services
- Faster & Cheaper

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## **Eliminators (2)**

- Digital Centres
- Link Services Together
- Match Service to Channel
- The Government should not be the Driver

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## **Channels**

- Can't replace 100% human contact
- Existing Channels should remain
- New ones should be adopted as they become available